

June 24, 2008

TO: ALL OFFERORS

FROM: STATE CONTRACT PROCUREMENT OFFICER

SUBJECT: ADDENDUM TO REQUEST FOR PROPOSAL NO.: GSS-MU-08-488-SM, DELAWARE
EMERGENCY NOTIFICATION SYSTEM (DENS)

ADDENDUM #1

This addendum is being issued to clarify and change specifications and requirements as a result of the mandatory pre-bid meeting held on June 23, 2008.

Changes:

- The Confidentially (Non-disclosure) and Integrity of Data forms must be signed, and returned in PDF format to gohar.gureshi@state.de.us and sandy.mckinley@state.de.us by COB July 1, 2008. The notarization requirement has been waived. Upon receipt, the Department of Technology and Information (DTI) will provide the zip file containing policies and procedures.
- The proposals are due at 1:00 a.m., EDT, Tuesday, July 8, 2008.

4. **CONTRACT PERIOD:**

Each contractor's contract shall be valid from date of award through July 31, 2011. Each contract may be renewed for two (2) additional, one (1) year periods through negotiation between the contractor and Government Support Services. Negotiation may be initiated no later than ninety (90) days prior to the termination of the current agreement

E. NUMBER OF COPIES WITH MAILING OF PROPOSAL:

Twelve (12) copies of the Proposal in paper format and CD or diskette will be submitted in a sealed envelope clearly marked with the name of the offeror and labeled Proposal for GSS-MU-08-488-SM. One of the sets shall be marked "Master Copy" and will contain original signatures in all locations requiring an offeror signature. The remaining sets do not require original signatures.

Adding the following Special Provisions:

56. **STANDARD PRACTICES:**

With respect to work provided to or conducted for the state by a contractor, the contractor(s) shall be responsible for the professional quality, technical accuracy, timely completion, and coordination of all services furnished to the state. The contractor(s) shall follow practices consistent with generally accepted professional and technical policies and standards. The contractor(s) shall be responsible for ensuring that all services, products and deliverables furnished to the state are coordinated with the Department of Technology and Information (DTI) and are consistent with practices utilized by, or policies and standards promulgated by DTI. If any service, product or deliverable furnished by a contractor(s) does not conform to State policies, standards or general practices, the contractor(s) shall, at its expense and option either (1) replace it with a conforming equivalent or (2) modify it to conform to State policies, standards or practices.

57. **CONFIDENTIALITY AND DATA INTEGRITY:**

The Department of Technology and Information is responsible for safeguarding the confidentiality and integrity of data in State computer files regardless of the source of those data or medium on which they are stored; e.g., electronic data, computer output microfilm (COM), tape, or disk. Computer programs developed to process State Agency data will not be modified without the knowledge and written authorization of the Department of Technology and Information. All data generated from the original source data, shall be the property of the State of Delaware. The control of the disclosure of those data shall be retained by the State of Delaware and the Department of Technology and Information.

The Contractor is required to agree to the requirements in the **CONFIDENTIALITY AND INTEGRITY OF DATA STATEMENT**, and made a part of this RFP. Contractor employees, individually, may be required to sign the statement prior to beginning any work.

58. **SECURITY:**

Computer, network, and information security is of paramount concern for the State of Delaware and the Department of Technology and Information. The State wants to ensure that computer/network hardware and software does not compromise the security of its IT infrastructure. The SANS Institute and the FBI have released a document describing the Top 20 Internet Security Threats. The document is available at www.sans.org/top20.htm for your review. The Contractor is guaranteeing that any systems or software provided by the Contractor are free of the vulnerabilities listed in that document.

59. **CYBER SECURITY LIABILITY:**

It shall be the duty of the Vendor to assure that all products of its effort do not cause, directly or indirectly, any unauthorized acquisition of data that compromises the security, confidentiality, or integrity of information maintained by the State of Delaware. Vendor's agreement shall not limit or modify liability for information security breaches, and Vendor shall indemnify and hold harmless the State, its agents and employees, from any and all

59. **CYBER SECURITY LIABILITY (Continued):**

liability, suits, actions or claims, together with all reasonable costs and expenses (including attorneys' fees) arising out of such breaches. In addition to all rights and remedies available to it in law or in equity, the State shall subtract from any payment made to Vendor all damages, costs and expenses caused by such information security breaches that have not been previously paid to Vendor.

Adding the following Technical Specifications (and to Appendix A):

- 42. The DENS shall include two (2) toll-free Information Lines that have the ability to record messages real-time and provide secure message retrieval with the use of personal identification numbers.
- 43. The DENS shall have the ability to change the Caller ID number during client or operator activations.
- 44. The DENS shall the ability to allow clients to update fixed list (pager lists) via the internet.

Clarification on Issues:

During the Pre-bid meeting, questions were asked about the count of telephone numbers that were in the E-911 database provided by Verizon, and how often the E-911 full-file extract was provided.

- a). there are approximately 900,000 telephone numbers including unlisted and businesses.
- b). currently the contract provided an initial full-file and weekly updates. However, the State does plan on updating the contract with Verizon to include annual full-file extracts.

School districts that wish to utilize this contract will do so under separate negotiations with the awarded vendor.

All other terms and conditions remain the same.

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